



Regional Performance Incentive Program
Pursuant to Public Act 07-239, Section 8

Proposal for Joint Provision of Service(s) to be filed with the Secretary of the Office of Policy and Management no later than December 1, 2007.

Submit to: Office of Policy and Management, 450 Capitol Ave. MS #54 SLP,
 Hartford, CT 06108-1379, Att: RPI Program

<i>Information Technology Application Sharing and Development</i>
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Regional Planning Organization(RPO)(s): CRCOG, WINCOG, CCRPA	
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Name	<i>Capitol Region Council of Governments (CRCOG)</i>
Address	<i>241 Main Street</i>
City/State/Zip	<i>Hartford, Connecticut 06106</i>

RPO Contact Person(s):	
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Name	<i>Lyle Wray</i>
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E-mail	<i>lwray@crcog.org</i>

Amount of Regional Performance Incentive Funding Requested: \$515,000
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Short Descriptive Title of Project: <i>Information Technology Application Sharing and Development</i>
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REQUIRED PROPOSAL ELEMENTS Items (1) through (10) :
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(1) Proposed Shared Service(s): Describe at least one service currently provided by a municipality or municipalities within the region, but not currently provided on a regional basis, for which this proposal is being submitted (attach additional pages as necessary):

This project will serve 21 Capitol Region communities, Coventry (WINCOG) and Plainville (CCRPA).

Information Technology is a cornerstone of effective and efficient government operations. IT systems are used to manage back-office functions as well as to provide direct service to citizens and other customers. Increasingly, IT is a key component in enhancing the effective and efficient functioning of local government in Connecticut. It also offers the potential for increasing levels of customer service and efficiency through e-government and other web-based solutions, which make transactions simpler for the customer and less burdensome for towns.

Traditionally, towns in Connecticut have taken a "go it alone" approach to the

procurement of commercial programs and the in-house development of IT applications. There have been few mechanisms through which they could coordinate the acquisition of systems. In addition, small towns with extremely limited IT functions have been unable to take advantage of the benefits provided by IT systems because of a lack of budget and personnel.

Under this proposal, CRCOG will lead in the establishment of a coordinated function for the development and/or procurement of IT systems for multiple towns. This presents enormous potential, not only for cost savings, but also for improved service, greater consistency, and better coordination among towns for a wide range of functions. Specific outcomes will include:

- A region-wide IT development plan, indicating IT needs region-wide and identifying regional approaches where appropriate*
- Establishment of common standards for development and procurement of IT systems*
- Pilot programs for both joint development and joint procurement of IT systems.*

By working together in defining IT systems requirements, communities can provide a stronger foundation on which to build. Exposure to different ideas and other methods for doing things will likely increase with the number people looking at the same problem. In some cases, just the exercise of communicating with another community will provide knowledge of an existing solution which may be available at less actual cost than construction or purchase. When construction is required, a single team of developers can create an application for use by several communities. The practice of multiple developers in multiple communities in effect trying to create the same solution disappears.

(2) Describe how such service will be delivered on a regional basis, the entity that would be responsible for the service and how the population would continue to be served (attach additional pages as necessary):

All municipalities either buy or build applications to fulfill needs. In most cases this development cycle is done in a single department/town. Multiple developers in multiple communities are often working in a vacuum to find the same solution to the same need. This project seeks to burst the vacuum by promoting development and sharing across multiple communities. The project includes the following elements:

- 1. Creating consistent (voluntary) technical specifications for IT systems. These specifications would ensure consistency and interoperability among different towns, even if they procured or developed systems independently.*
- 2. Development of a mechanism for joint procurement of major applications, with: a simple online registry for managing vendor contract information, identification of specific opportunities for joint purchases, and a purchasing committee (modeled after CRCOG's purchasing council) for managing joint procurement of specific systems.*

3. *Establishment of an FTP (file transfer protocol) server which would allow in-house developed applications sharing at no cost.*

4. *Several specific pilot projects – development or purchase of specific shared applications available to all participating towns. It is critical that the shared approach to IT show demonstrated successes in the first year. Therefore, the bulk of the project budget will be aimed at development of applications that provide concrete benefits to towns, provide a framework for long-term coordination in IT systems development, and demonstrate the benefits of a collective approach. The specific pilot projects to be implemented will depend on the priorities established under task #3, but early polling among towns indicates a high interest in the following:*
 - *Document management and archiving*
 - *E-mail archiving*
 - *Customer response management*
 - *On-line permit tracking*
 - *Pet licensing, hunting and fishing licensing*
 - *IT help desks*
 - *On-line transactions (including on-line payments for property taxes)*
 - *CAMA (computer-aided mass appraisal) applications*
 - *Development of a free shared ArcPad based Sign Inventory*
 - *Development of a Municipal Asset Tracking application to fulfill GASB requirements.*
 - *Disaster recovery / IT systems backup*

***All** of the above applications have significant potential to be procured or developed more cheaply if multiple towns are involved. However, to do so will require coordination and management of diverse needs.*

(3) Describe the amount and manner in which the service will achieve economies of scale, and the amount and manner in which each municipality will reduce its mill rate as a result of the savings realized by regionalizing the service (attach additional pages as necessary):

Information technology systems present a particularly strong opportunity for economies of scale. In many cases, the marginal cost of developing a single application for many towns is not much greater than the cost of developing it for one. There are some additional complexities in meeting the requirements of more than one town, but these are minimal compared to the cost of each town developing the same application separately. In some cases, the shared approach makes some applications available to small towns for whom they would otherwise be prohibitively expensive.

With joint procurement, it is likely that vendors will be able to offer reduced prices given that they are selling to multiple jurisdictions with one contract. In addition, contract negotiations for both initial purchase and renewal will provide the towns with greater purchasing power and clout than if they were purchasing individually.

We estimate that the participating towns will participate in 2-3 projects, and that the total savings on all projects would be approximately 778,556. This translates to potential mill rate reductions as outlined below:

Town	Potential Savings	Potential Mill Rate Reduction
Avon	\$ 33,850	0.0152
Bloomfield	\$ 33,850	0.0199
Bolton	\$ 33,850	0.0853
Canton	\$ 33,850	0.0380
Coventry	\$ 33,850	0.0598
East Granby	\$ 33,850	0.0691
East Hartford	\$ 33,850	0.0130
Enfield	\$ 33,850	0.0233
Farmington	\$ 33,850	0.0125
Glastonbury	\$ 33,850	0.0113
Granby	\$ 33,850	0.0418
Hartford	\$ 33,850	0.0089
Hebron	\$ 33,850	0.0392
Manchester	\$ 33,850	0.0101
Newington	\$ 33,850	0.0135
Plainville	\$ 33,850	0.0254
Simsbury	\$ 33,850	0.0169
South Windsor	\$ 33,850	0.0161
Suffield	\$ 33,850	0.0311
Tolland	\$ 33,850	0.0356
West Hartford	\$ 33,850	0.0078
Wethersfield	\$ 33,850	0.0178
Windsor	\$ 33,850	0.0141

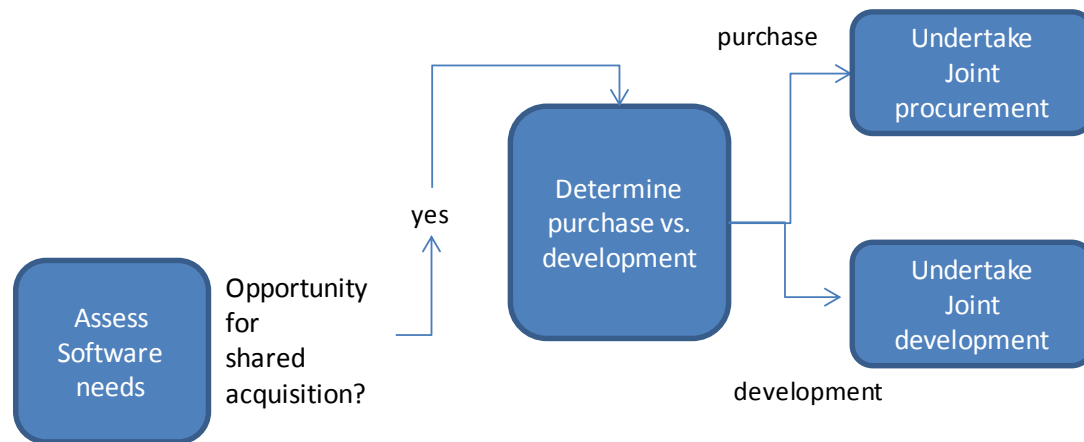
(4) Provide a cost benefit analysis for the provision of such regional service by each participating municipality and by the RPO (attach additional pages as necessary):

The following table lists the potential cost savings from joint development or procurement of a wide range of IT systems. Until the initial needs assessment is complete, it is not possible to identify conclusively which towns will be participating with which systems. This table estimates very conservatively that between 2 and 6 towns would participate in various projects, based on software programs that towns are currently considering developing or purchasing. The savings, with these cost estimates, total over \$750,000 and do not account for other benefits achieved through the IT project.

Application	Number of Towns	Aggregate costs if done individually	Cost of a joint application	Total savings	Average Savings per Town
GIS-compatible sign inventory	5	20,000	10,000	10,000	2,000
GIS-compatible telephone pole and tree inventory	2	5,000	2,500	2,500	1,250
Permit tracking	5	250,000	100,000	150,000	30,000
Fixed asset management	6	650,000	400,000	250,000	41,667
Pet licensing	5	7,500	2,500	5,000	1,000
Hunting/fishing licensing	2	5,000	2,500	2,500	1,250
Web-based customer response management	4	60,000	25,000	35,000	8,750
In-house IT helpdesk	3	36,000	15,000	21,000	7,000
Vital records billing and recording	3	12,000	5,000	7,000	2,333
E-mail and document management	6	250,000	100,000	150,000	25,000
Computer-Aided Mass Appraisal	4	555,556	500,000	55,556	13,889
Disaster recovery system	4	220,000	130,000	90,000	22,500
TOTAL SAVINGS	49			778,556	156,639

(5) Set out a plan of implementation for such regional service, include an approximate date for the beginning of the regional service and how the service will continue to be funded once service is established and grant funds are expended (attach additional pages as necessary):

CRCOG is proposing to house a municipal IT expert and project manager to implement this project. The expert would be responsible for conducting the initial needs assessment for all towns, and manage a working group of towns to set priorities and implement selected projects. CRCOG has a precedent in its creation of a regional GIS program, which was managed by CRCOG but included a steering committee of GIS experts from individual towns.



The project can be sustained after Year 1 if it can demonstrate to participating towns that they can save money through the joint process. Costs in subsequent years would likely be for continued coordination and support by CRCOG and would be covered by the participating towns.

(6) List the municipalities participating in the proposed shared service and estimate the savings to be realized by each municipality participating in the regionalized service.

It is difficult to estimate the exact savings that towns will realize as it depends on which systems are developed and which towns participate. However, as an estimate we can divide the savings calculated in Section 4 evenly among the towns. This results in an average savings for each town of \$33,850.

Town	Potential Savings
Avon	\$ 33,850
Bloomfield	\$ 33,850
Bolton	\$ 33,850
Canton	\$ 33,850
Coventry	\$ 33,850
East Granby	\$ 33,850
East Hartford	\$ 33,850
Enfield	\$ 33,850
Farmington	\$ 33,850
Glastonbury	\$ 33,850
Granby	\$ 33,850
Hartford	\$ 33,850
Hebron	\$ 33,850
Manchester	\$ 33,850
Newington	\$ 33,850
Plainville	\$ 33,850
Simsbury	\$ 33,850
South Windsor	\$ 33,850
Suffield	\$ 33,850
Tolland	\$ 33,850
West Hartford	\$ 33,850
Wethersfield	\$ 33,850
Windsor	\$ 33,850

Per cent of municipalities, in the RPO, participating in the proposed regional service(s): 72%

(7) Attach hereto the following documents from participating municipalities:
<p>(A) A resolution by the legislative body of each municipality affected by the proposal endorsing such proposal.</p> <p>(B) Certification by each municipality that there are no legal obstacles to provision of services in the manner described in the proposal including, but not limited to binding arbitration.</p>
(8) Attach the following material:
<ol style="list-style-type: none"> 1. A site location map (if applicable) 2. Proposed Project Schedule (Outline the Proposed Project timeline) 3. Project cost estimates supporting the request for funding 4. List of necessary local/state/federal permits and approvals required for the project.
(9) Has a copy of the proposal been sent to legislators representing the participating municipalities? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> **To be mailed the week of Dec. 3, 2007.
If YES, please attach copies of cover letters.
(10) Certification by the Chairman of the Regional Planning Organization(s):
I do hereby certify that the information contained herein is true and accurate to the best of my knowledge.
Signature:
Name: David Kilbon
Title: Chairman, CRCOG; First Selectman, Town of East Granby
Date:
(Please use following certification if more than one RPO is participating.)
(10) Certification by the Chairman of the Regional Planning Organization(s):
I do hereby certify that the information contained herein is true and accurate to the best of my knowledge.
Signature:
Name:
Title:
Date:

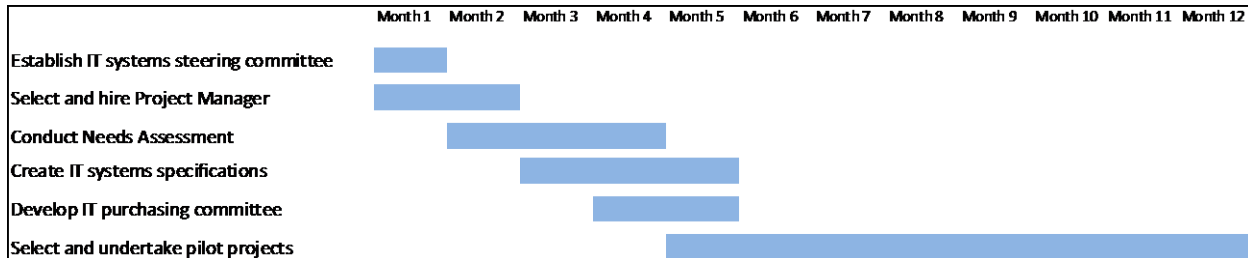
Attachment

8-1. Site Location Map

Please see attached

8-2. Proposed Project Schedule

The following lays out the proposed schedule for implementation of the project. It is expected that once established the steering committee and purchasing committee would continue to operate even after the completion of the project.



8-3. Project Cost Estimates

Cost Schedule	
<i>Full time project coordinator, analyst, and IT expert (1 year), including overhead</i>	\$ 120,000
<i>CRCOG project coordination</i>	\$ 12,500
<i>Systems and infrastructure development</i>	\$ 100,000
<i>Systems procurement</i>	\$ 267,500
<i>CRCOG Grant Administration (3%)</i>	\$ 15,000
TOTAL	\$ 515,000

8-4. Necessary local/state/federal permits and approvals

n/a